



redhat.
CERTIFIED
ENGINEER

Microsoft
CERTIFIED
IT Professional



CITRIX® professional
Certified
Administrator

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Objective

To get an Information Technology position that utilizes my knowledge and experience and provides me with versatile and challenging responsibilities.

Skills

- Linux and Unix installation, configuration and administration (RHEL, CentOS, SLES, Debian, Ubuntu, Gentoo, Novell OpenServer, Netware, Solaris and FreeBSD).
- LAMP Technologies (Apache, MySQL, PHP).
- Mail server administration with Qmail, Sendmail, Postfix, MailerDaemon.
- Scripting languages including Bash, PHP, Html, OpenScript, Python.
- System monitoring tools Mon-Cgi, Nagios, Cacti, Dell ITA and OpenManage.
- Web Hosting administration expertise using Plesk, Virtuozzo and H-Sphere.
- VMware vSphere ESX design, deployment, configuration and administration.
- Enterprise Hardware (Dell Power Edge Server, Dell PowerVault Storage, HP Servers).
- Microsoft Windows Server 2008 and 2003 (AD, IIS and Microsoft Exchange 03/07/10.)
- Cloud Computing (OpenStack, Hadoop, Amazon EC2/S3).
- SAN installation and administration (Dell Equallogic, Dell PV MD Series, Compellent).

Languages

- **Spanish** (First language) and **English** (Proficient).

Education

- 2003-2006** Universidad de Granma – *Computer Science - CUBA*
- 2000-2003** IPVCP “Blas Roca Calderio” - *High School Diploma - CUBA*

Industry Certifications

- RHCE (Red Hat Certified Engineer). # 805010201049116.
- RHCVA (Red Hat Certified Virtualization Administrator). # 502010534300828.
- RHCSA (Red Hat Certified System Administrator). # 100-082-213.
- VCP 3 and 4 (VMware Certified Professional). # 32797.
- CCA (Citrix Certified Administrator) for Citrix XenServer 5, Citrix Provisioning Services.
- MCITP (Microsoft Certified IT Professional: Virtualization Administrator 2008 R2).
- MCTS (Microsoft Certified Technology Specialist).
- CloudU (Cloud University) Certificate.

Work Experience

9/20/2010 - Present Dell Inc, Round Rock, TX.

NOS Engineer - Enterprise Technical Support Advisor

- Responsible for providing expert level knowledge and resolution to issues escalated from the High Complexity support queues, Global Consulting Services and Deployment Engineers regarding Linux (RHEL, SLES), VMware, Citrix XenServer, Netware and other UNIX/Linux OS.
- Interact with internal clients to provide guidance and solutions for enterprise technologies such as servers, storage devices, virtualization, cloud computing and HPC.
- Perform problem investigation and research to resolve Enterprise OS, Application or Networking issues and escalate to the different software vendors if is necessary in order to provide resolution to complex issues.
- SME (Subject Matter Expert) in Cloud Computing technologies inside the NOS (Network Operating Systems) team for OpenStack and Hadoop.
- Also provide support to Microsoft Windows 2003/2008 core issues and Exchange 2003/2007/2010.

3/10/2008 – 9/20/2010 Dell Inc, Round Rock, TX.

Enterprise Technical Support Senior Analyst – High Complex. ALT OS Solutions.

- Providing software support for Linux and Unix systems: Red Hat Enterprise Linux, SuSe Enterprise, Novell Netware, Novell Open Server and Solaris 10.
- Providing support for the VMware Infrastructure and vSphere, Citrix XenServer as part of the Dell OEM products.
- Identify problems, investigate causes and recommend solutions to correct failures.

04/16/2007 – 3/07/2008 Web Hosting Groups, Austin, TX. (<http://www.websitesource.com>)
Linux Systems Administrator.

- System administration of the company Linux infrastructure to maintain a 99% SLA. Also responsible for the creation of Scripts to automate daily tasks.
- Design, Install and Configure LAMP servers (Linux, Apache, MySQL, PHP).
- Responsible to maintain company firewalls and security appliances.
- System administration of the DSM, H-Sphere and Plesk control panel software.

10/15/2005 - 11/02/2006 Sonido Coral Negro, Cuba.

Sr. Systems Engineer

- Design and maintaining the Server/Network infrastructure running Linux OS and Windows Server.
- Installing/Configure the SAN infrastructure.

08/15/2004 - 10/12/2005 JC. de Computación, Cuba.

Sr. Network Administrator

- Responsible for the design, deployment and administration of the company intranet.
- Maintaining the network/servers infrastructure in a hybrid environment (Linux, Windows and BSD).